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PATENT  
010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161

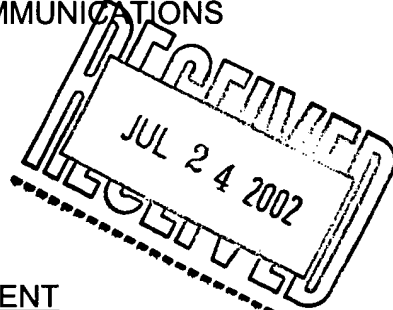
In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR  
COMMUNICATING WITH SERVICE  
TECHNICIANS IN A TELECOMMUNICATIONS  
SYSTEM



SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

July 16, 2002

Commissioner for Patents  
Washington, DC 20231

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Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R.  
§ 1.56, hereby advise the United States Patent and Trademark Office of the references  
listed on the accompanying form PTO-1449 *Information Disclosure Statement* by  
*Applicant*. Copies of the references cited therein are enclosed.

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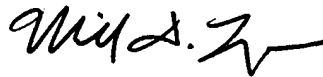
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Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Respectfully submitted,



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Form PTO-1449



U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICE

INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

(Use several sheets if necessary)

Atty. Docket No.  
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Smith et al.

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Group

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Issue Date	Patentee	Class	Sub-Class	Filing Date
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	5,880,958	Mar. 9, 1999	Helms et al.			
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	6,332,163 B1	Dec. 18, 2001	Bowman-Amuah			

FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

Examiner Initial	Document Number	Public. Date	Country or Patent Office	Class	Sub-Class	Transl Y N

OTHER DOCUMENTS

(Including Author, Title, Date, Relevant Pages, Place of Publication)

Examiner	Date Considered
<p>EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p>	

Rev. 12/92